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| PART I | DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT | 2.489 |
| | STATE OF HAWAII | 2.490 |
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Class Specifications
for the Classes:

VENDOR MANAGEMENT SPECIALIST (WIC) III & IV
[VENDOR MGMT SPCLT (WIC) III & IV]

Series Definition:

This series includes positions responsible for planning, developing and implementing statewide vendor management services for the Women, Infants and Children (WIC) program food delivery systems, in accordance with pertinent federal and State rules, regulations, policies and procedures.

The WIC food delivery systems provide supplemental nutritional food items to qualified individuals by issuing a food instrument (e.g., food check) that may be redeemed for specified food products with participating vendors.

The work involves interpreting federal rules, regulations, policies and procedures; developing and recommending policies and procedures for the WIC State Plan; monitoring participating vendors (e.g., conducting on-site overt visits) to ensure compliance with program policies and procedures, and identifying high-risk vendors; conducting compliance investigations (e.g., conducting on-site undercover visits, and reviewing WIC purchase records and other data for detection of fraud or abuse); reviewing and evaluating vendor applications to determine eligibility to act as an authorized vendor; conducting training sessions for participating vendors and WIC clinic staff; developing and updating training materials; providing technical assistance to vendors and clinic personnel; and responding to complaints from clinic personnel and clients on vendor fraud and abuse.

Personal contacts are significant and involve training individuals and large groups of vendor personnel (e.g., cashiers, store managers, and market executives) and WIC clinic personnel; conducting on-site visits; and answering daily phone calls for requests for technical assistance and responding complaints.

Level Distinctions:

Level III: This level reflects responsibility for assisting the higher level specialist with developing and updating segments or units of training materials and pertinent State policies and procedures for the WIC State Plan covering vendor management services for the food delivery systems; reviewing vendor site

visit reports, investigating vendors for noncompliance, and recommending action based on findings; managing vendor compliance cases; preparing vendor compliance cases for administrative hearings; and preparing correspondence and required federal and State reports. The work also involves conducting training sessions for participating vendors and WIC clinic staff on program policies and procedures; conducting vendor on-site overt and covert visits to ensure compliance with program policies and procedures; reviewing vendor applications for eligibility and making recommendations for program participation; providing technical assistance to vendors and WIC clinic personnel; and responding to complaints by clinic personnel and clients.

Level IV: This level reflects responsibility for overseeing the Vendor Management Unit and developing, implementing and evaluating vendor management services. The work involves all aspects of the vendor management services program, including developing policies and procedures for the WIC State Plan covering vendor activities and management; conducting training sessions; monitoring vendors; evaluating potential vendors for program participation; handling complex investigations involving high-risk vendors and possible program violations and abuse; and overseeing the work of a small staff of lower level professional and clerical positions.

Full Performance Knowledge and Abilities: (Knowledge and abilities required for full performance in these classes.)

Knowledge of: Federal rules and regulations pertaining to WIC food delivery systems; WIC State Plan covering vendor activities and management services; research methods and techniques; and problem solving; and report writing.

Level IV: In addition, this level requires knowledge of principles and practices of supervision.

Ability to: Assist with planning, developing, implementing and evaluating statewide vendor management services; interpret rules and regulations pertaining to the WIC food delivery systems; develop and recommend policies and procedures; gather, analyze and evaluate data and make recommendations based on facts; develop and maintain vendor manuals, pamphlets, and other training materials; train vendors and WIC clinic personnel in policies and procedures; monitor and evaluate vendors for compliance with pertinent rules, regulations, policies and procedures; identify and resolve problems; prepare written reports; and communicate effectively both orally and in writing.

Level IV: In addition, this level requires the ability to plan, develop, implement and evaluate statewide vendor management services; and supervise the work of others.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Assist with/plan, develop, implement and evaluate statewide vendor management services for the WIC program food delivery systems.
2. Interpret federal rules and regulations pertaining to the WIC program food delivery systems to incorporate in the WIC State Plan; and develop and recommend policies and procedures.
3. Maintain WIC State Plan sections concerning vendor activities and management, including vendor selection, training, education and evaluation; food package issuance; redemption of food instrument; investigative compliance buys; and investigation of vendor fraud and abuse.
4. Review USDA approved food packages and detail options for food package types, food quantities, varieties, and cost.
5. Develop and coordinate food delivery procedures with program support specialists and personnel in direct service WIC clinics on outreach initiatives to clients and staff regarding the food instrument and its use.
6. Review vendor evaluation reports and other reports; and take action to implement established sanctions against identified food vendors for violations and fraud, as necessary.
7. Recommend to supervisor renewals, suspension or termination of existing food vendor authorization to ensure compliance with established federal and State guidelines.
8. Prepare vendor compliance cases for administrative hearings.
9. Testify in court cases involving food vendor violations.
10. Conduct regular announced and unannounced overt on-site vendor monitoring visits to evaluate performance; and respond in writing to vendor on findings.
11. Perform covert compliance buys, review vendor site visit

12. Conduct training sessions for participating food vendors and clinic personnel on pertinent rules, regulations, policies and procedures.
13. Develop and update food vendor manuals, video, pamphlets, and other training materials.
14. Prepare correspondence and oral and written reports of activities as required by federal and State agencies.
15. Respond to questionnaires and surveys from other public and private agencies regarding vendor management services.
16. Provide technical assistance to food vendors and clinic personnel on WIC food delivery systems rules, regulations, policies and procedures.
17. Review food vendor applications and determine eligibility for participation in food delivery services.
18. Maintain vendor demographics, compliance information, and data on training sessions.
19. In addition, the Level IV position may supervise a small staff of lower level professional and clerical positions.

This is the first specification for the new class VENDOR MANAGEMENT SPECIALIST (WIC) III [VENDOR MGMT SPCLT (WIC) III]; and a change in title for the class Vendor Management Specialist (WIC) to VENDOR MANAGEMENT SPECIALIST (WIC) IV [VENDOR MGMT SPCLT (WIC) IV], and an amendment to the specification which was approved on October 2, 1997.

Effective Date: June 27, 2002

DATE APPROVED: 6/27/02 /s/ Dawn M. Young
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